

Sub D6

1 1. A computer implemented method for processing electronic
2 messages, said method comprising:
3 receiving a message in an enterprise mail system, said message from a human
4 message sender;
5 categorizing said message by selecting a first category entry from a category
6 database comprising a plurality of category entries, each said category entry
7 containing information for handling particular incoming messages; and
8 creating a response message using said information from said first category entry,
9 said response message including a response body defined in said first category
10 entry and a set of message recipients defined in said first category entry.

C1

Sub D8

1 4. A computer implemented method for processing electronic
2 messages, said method comprising:
3 receiving a first message into an enterprise mail system, said first message from a
4 first human message sender;
5 storing said first message in a message database;
6 assigning a category entry from a category database to said first message, said
7 category entry containing information for handling particular incoming
8 messages;
9 delivering said first message to a first enterprise mail system user; and
10 providing a template response message to said first enterprise mail system user
11 using information in said category entry, said template response message
12 including a set of message recipients defined in said category entry.

C2